

## Complaints Procedures

Complaints procedures allow complaints to be dealt with in a fair, equitable, and timely manner. Some organisations have a separate complaints procedure, and some include it in their constitutional rules. There are key points to include in your procedures.

1. **Listen to the complainant.** Accept ownership of the problem. Apologise. Don't blame others. Thank the person for bringing the problem to your attention.
2. **Be understanding.** Remember, the person is complaining about your organisation, not about you personally. Be calm and helpful. Where possible, let the person know that you will take the matter to your committee to resolve the problem.
3. **Record the complaint.** Detail the complaint so that you and others know exactly what the problem is. Have one place to record complaints and the actions taken to resolve them. This complaints ledger lets you see any patterns that emerge and therefore any changes that need to be made.
4. **Make sure you have all the facts.** Check that you understand the details while the person is making the complaint and ask questions if necessary.
5. **Discuss options for fixing the problem.**
6. **Keep your promises.** Don't promise things that you can't deliver.
7. **Be quick.** If complaints take too much time to resolve or are forgotten, they can escalate.
8. **Follow up.** Check to see if the complainant is happy with how their complaint was handled. Let them know what you are doing to avoid the problem in the future.

## Public Liability Insurance

Public Liability Insurance, often referred to as General Liability, protects you and your organisation against specific claims by providing compensation for property damage, and personal injury or death in circumstances that are not covered by the Accident Compensation Commission (ACC).

Public Liability Insurance covers a person, a business, an event, a contractor, and even a community building, for costs from legal action if they are found liable for



## **Complaints Procedures and Public Liability Insurance**

---

death or injury, loss or damage of property, or economic loss resulting from their negligence.

Public Liability Insurance can cover compensation claims made against you for injury or property damage to third parties, such as your members or any other member of the public who comes into contact with your organisation.

Spiritualism New Zealand has a special offer available from AON NZ for any organisation who wishes to purchase Public Liability Insurance. AON NZ is the company that insures SNZ Board members and registered healers.

To find out more and get a quote from AON, contact Sarah Kinchin at [sarah.kinchin@aon.com](mailto:sarah.kinchin@aon.com), and advise her that you are a member of Spiritualism New Zealand.